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CHAPTER 1 - INTRODUCTION

100. Background. The Pay/Personnel Administrative Support System (PASS) was established to improve the Navy's pay, personnel, and passenger transportation services efficiency and effectiveness. To implement PASS, the Navy consolidated these services in a single, centrally-managed organization which carries out its worldwide mission through a series of Personnel Support Activities (PERSUPPACTs) with related Personnel Support Activity Detachments (PERSUPP DETs) and Customer Service Desks (CSDs). This command design has proved to be economic, efficient, and responsive. As originally intended, PASS provides Navy personnel with convenient, "one-stop" customer service which vastly enhances the sailor and his/her dependent(s) quality of life.

101. Definitions. The following definitions apply within the PASS Program:

a. PASS Program Manager. Responsible officer assigned at headquarters level to provide PASS Program oversight.

b. Personnel Support Activity (PERSUPPACT). Administrative staff which coordinates the operation of a number of assigned Personnel Support Activity Detachments (PERSUPP DETs).

c. Personnel Support Activity Detachment. Administrative unit which delivers pay, personnel, and transportation service to customers.

d. Customer. Primarily naval personnel on active duty and their families, however, the term "customer" encompasses all Department of Defense personnel, commands, or agencies eligible to receive services provided by PERSUPP DETs including active duty and retired personnel of the U.S. Armed Forces and U.S. Civil Service employees.

e. Customer Command. A naval activity whose personnel are supported by the PASS Program.

f. Host Command. The naval installation aboard which the PERSUPPACT or PERSUPP DET is located.

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102. Policy

a. General

(1) Pay accounts and personnel records of all active duty personnel attached to commands and activities of the naval shore establishment shall be maintained by a PASS office. For commands and activities being established as a naval shore command, or those already established but not supported by PASS, the major claimant, in coordination with the resource sponsor, shall ensure that resource requirements for PASS support are programmed concurrent with the establishment of the activity or its incorporation into PASS.

(2) Personnel records of Selected Reserve personnel attached to naval reserve activities whose drill site is collocated with a PERSUPP DET, i.e., within 30 minutes driving time, shall be maintained by that PERSUPP DET. The Director of Naval Reserve (N095) shall ensure that Training and Administration of Reserves (TAR) resource requirements for PASS support are programmed and provided to N1 by the appropriate resource sponsor for naval reserve activities being established at or transferring to collocated sites.

b. Unit Integrity. Because of the design of the automation system, the accounts and records of all personnel assigned to a unit identification code (UIC), or Reserve UIC (RUIC) in the case of Selected Reserve personnel, must be maintained by a single PERSUPP DET office regardless of the member's location. However, the PERSUPP DET assigned responsibility for the UIC/RUIC normally shall be the one closest to the location of the majority of the members attached to that UIC/RUIC.

c. Support of Units of the Operating Force

(1) The pay accounts and/or personnel records of personnel attached to commands and activities of the operating force may be permanently maintained by a PERSUPP DET when the unit lacks that capability or when considered in the Navy's best interest, e.g., because the unit will not be receiving automation for pay/personnel event reporting. The fleet commander may approve and effect such incorporations into PASS provided both the unit and the PERSUPP DET office are within that claimancy.

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Other requests must be forwarded to BUPERS (Pers-3). The major claimant, in coordination with the resource sponsor, shall ensure resource requirements for PASS support are planned and programmed.

(2) Temporary or short-term pay and/or personnel support for units of the operating force may be provided by PASS with the approval of the PERSUPPACT commanding officer (CO) or the major claimant for the PERSUPPACT requested to provide the support. Such temporary or short-term support shall be addressed in a memorandum of agreement (MOA) between the unit CO and the PERSUPPACT CO, or commanders higher in their respective chains of command. Additionally, temporary or short-term support that is recurring in nature, e.g., pay support for deployable aviation units while based ashore, may be addressed in a directive issued by the area coordinator, type commander, or major claimant. In all cases, required personnel compensation to provide the requested support shall be addressed in the MOA or directive and may be satisfied on a temporary additional duty (TEMADD) basis.

d. Support Services. Support services shall be provided by PERSUPP DETs as detailed in chapters 5, 6 and 7 of this manual.

e. Exceptions. Requests for exceptions to the above policies shall be addressed to BUPERS (Pers-3).

103. Change Procedures

a. Organizational and Procedural Changes. The organization, policy, and procedures set forth in this manual are to be used throughout PASS. Deviation must be requested from BUPERS (Pers-3) via the major claimant.

b. Changes to the Manual. Proposed changes from individuals and activities are solicited. Indicate the exact words for deletion and/or addition. Submit proposed changes via the chain of command to:

CHIEF OF NAVAL PERSONNEL (PERS 3)
2 NAVY ANNEX
WASHINGTON, DC 20370-3000

OPNAVINST 1000.23B

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104. Additional/Replacement Copies. Submit a requisition for copies of this manual and/or changes to:

NAVAL AVIATION SUPPLY OFFICE
ASO, CODE 1013
5801 TABOR AVENUE
PHILADELPHIA, PA 19120-5099